

What else do I need to know after I file a complaint?

- ▶ You may submit additional information, either orally or in writing, about your concerns during the time the complaint is being investigated.
- ▶ If a complaint is filed by someone other than you, but involves your child, ITEIP must get your consent to provide any personally identifiable information about your child to the person filing the complaint.
- ▶ If this complaint is part of an administrative hearing, ITEIP must set aside any part of the complaint that is being addressed in the hearing until the end of the hearing. Any issue in the complaint that is not part of a hearing must be resolved within the 60-day timeline.
- ▶ You may still file for an administrative hearing even though you have filed a citizen's complaint.

What is an Administrative Hearing?

- ▶ It is a formal process with a neutral person (a hearings officer) who listens to the parents/family and the agency(s) and decides who is right and who must do what.

For more information contact :

The Washington State
Infant Toddler Early
Intervention Program

(360) 902-8488 Voice
(360) 902-7864 TDD
(360) 902-8497 FAX

PO Box 45201 • Olympia WA 98504-5201
Website address:
<http://www.wa.gov/dshs/iteip/iteip.html>

DSHS does not discriminate against any person because of race, color, ethnicity, gender, sexual orientation, age, religion, creed, marital status, disabled Veteran or Vietnam-Era Veteran status, or because of physical, mental or sensory disability.



Infant Toddler Early Intervention Program



Washington State
Department of Social
& Health Services

Citizen's Complaint Process

FOR EARLY INTERVENTION SERVICES

*Washington State Infant Toddler
Early Intervention Program*

*For Parents of Infants and
Toddlers Birth to Three With
Disabilities* **IDEA PART C**



Procedural Safeguards Under the Individuals
with Disabilities Education Act, (IDEA), Part C

What is a Citizen's Complaint?

The Citizen's Complaint Procedures under the Early Intervention Section (Part C) of the Individuals with Disabilities Education Act (IDEA) gives parents and others an important way to ensure that the early intervention and developmental needs of their children, infants or toddlers, age birth to 3, are met. IDEA, Part C provides the statutory standards for states to follow when implementing early intervention services.

A citizen's complaint is a written, signed statement of concern regarding requirements of IDEA, Part C. Any person or organization may file a written and signed citizen's complaint if they feel an agency or early intervention service provider is violating a requirement, policy, or procedure.



How do you file a complaint?

Send a signed, written statement to the **Infant Toddler Early Intervention Program (ITEIP)**, which includes the following:

- ▶ A statement naming who (the public agency or early intervention services contractor or service provider) may have violated a requirement or regulation of IDEA, Part C;
- ▶ A statement of facts on which the complaint is based; and
- ▶ A statement that the violation occurred not more than one year prior to the date the complaint is received by the Infant Toddler Early Intervention Program (ITEIP) **unless**:
 - ▶ a longer period is reasonable because the violation is continuing; or
 - ▶ You are requesting reimbursement or corrective action for a violation that occurred not more than three years prior to the date a complaint is received by ITEIP.

Where do you send it?

Send the signed, written complaint to:
**Department of Social and Health Services,
Infant Toddler Early Intervention Program
P.O. Box 45201
Olympia, Washington 98504-5201**

What happens next?

ITEIP will:

- ▶ Review all information about the complaint;
- ▶ Inform you of your rights, including the use of mediation, a citizen's complaint, and/or an administrative proceeding to resolve the complaint;
- ▶ Do a site visit and meet with the person making the complaint;
- ▶ Do an independent on-site investigation of the complaint, if determined necessary;
- ▶ Prepare and send you a written final decision within 60 calendar days; and
- ▶ ***If determined to be in violation***, require the agency or early intervention service provider to submit a corrective action plan to ITEIP.

